DOCUMENT RESUME

ED 201 291 HE 013 774

AUTHOR	Stoner, Kenneth L.
TITLE	Student Satisfaction and Quality of Life Survey: Residence Halls.
INSTITUTION	Tennessee Univ., Knoxville.
PUB DATE	Apr 81
NOTE	47p.
AVAILABLE FROM	University of Tennessee, Residence Halls, Suite 405, Student Services Building, Knoxville, TN 37916.
EDRS PRICE	MF01/PC02 Plus Postage.
DESCRIPTORS	Behavior Standards; *College Environment; College Freshmen; *College Housing; College Seniors; College Students; Comparative Analysis; *Dormitories; Females; Higher Education; Institutional Research; Males; *On Campus Students; *Participant Satisfaction; Questionnaires; Resident Assistants; School Maintenance; Student Adjustment; *Student Attitudes; Student College Relationship; Student Needs
IDENTIFIERS	Noise Levels; *University of Tennessee

ABSTRACT

The attitudes and level of satisfaction with residence hall life of University of Tennessee students were surveyed in 1981. Responses of the 500 students to 17 satisfaction questions were correlated with six demographic variables. When academic classification was analyzed, it was found that freshmen were significantly less satisfied with the visitation policy than were sophomores, juniors, seniors, or graduate students; sophomores, in turn, were significantly less satisfied than upper-level students. Females were significantly more satisfied with their roommates, maintenance services, study facilities, and their hall government than were males. However, females were significantly less satisfied with the noise level in their residence halls than were males. Students residing in apartment units of four students each were significantly more satisfied with the visitation policy and significantly less satisfied with their opportunities to meet people than were individuals residing in either traditional style residence halls or suite-type accommodations shared by four students. Students residing in suites were significantly more satisfied with housekeeping services, programming opportunities, and resident assistant performance than were students residing in traditional type halls. In terms of general satisfaction, traditional housing residents were significantly less satisfied than were those residing in suite and apartment housing. When respondents were asked to identify the area of most dissatisfaction with residence halls, the three largest areas of dissatisfaction were the visitation policy, the alcohol policy, and the noise level. Appended materials include information on residence hall population by sex, a description of the university's differentiated housing program, and a sample survey questionnaire. (SW)

ED201291

STUDENT SATISFACTION AND QUALITY OF LIFE SURVEY

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U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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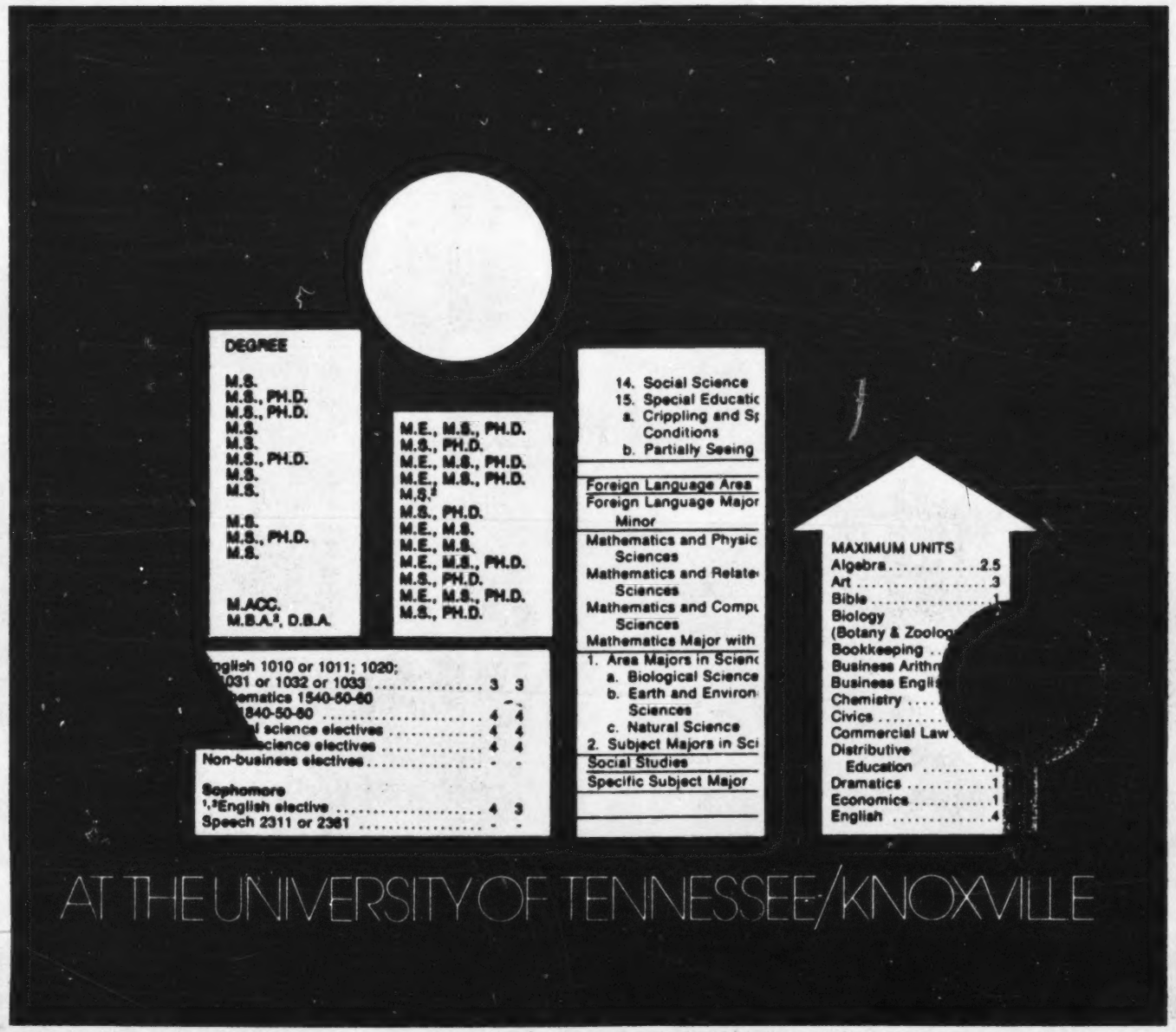
April 1981

HE 013 774

STUDENT SATISFACTION & QUALITY OF LIFE SURVEY

Residence Halls



AT THE UNIVERSITY OF TENNESSEE/KNOXVILLE

ACKNOWLEDGEMENTS

In anticipation of an accreditation visit commissioned by the Southern Association of Colleges and Schoools, the Department of Residence Halls at The University of Tennessee, Knoxville (UTK) administered a satisfaction survey as explained and analyzed in this document. The questionnaire was quite similar to the one administered in 1977 by Drs. McCullough and Stoner. In turn, the 1977 questionnaire drew heavily from an instrument utilized by the "Housing Task Force" chaired by Dr. William H. Coffield in 1971 and from an Institutional Research Report by Dr. Robert K. Roney in 1969. Thus, this report is the culmination of a decade of research relating to the satisfaction of students residing in residence halls at UTK.

Thanks is expressed to Don Broach for his technical computer assistance and to Dr. C. Kenneth Tanner for his help in interpretations of the findings. In addition to these individuals, thanks is also due to those staff members in the department who assisted with distributing and collecting of the surveys, coding the results for computer entry and analysis, as well as typing and preparing the final document. A special thanks is due to Jacklyn Robinson for her personal and professional attention to this project.

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STATEMENT OF PURPOSE

Approximately 8,000 students live in UTK residence halls or single-student housing. The numbers of students returning to the halls each year has been large with over a 70% reapplication rate for each of the last five years. The Department of Residence Halls has also turned away students desiring housing each Fall Quarter for the last seven years. To effectively plan for the future, a current survey of student satisfaction was needed. Positive findings are to be augmented and negative results are to be corrected if the "apparent popularity" of residence halls is to be maintained.

The survey had five purposes:

1) To obtain a representative view of student attitudes toward residence hall life.

2) To assess the level of satisfaction which students report regarding the specific areas investigated.

3) To evaluate the areas of concern most related to general satisfaction with residence hall life.

4) To provide information for taking corrective action in weak areas of the operation of the residence hall program.

5) To summarize a decade of research on satisfaction with residence halls at UTK.

METHODOLOGY

The survey was distributed and collected in February 1981 with a proportionately chosen random sample of UTK residence hall students. The random sample of 982 students (approximately 12% of the students in residence halls) was representative of the entire UTK residence hall population based on the characteristics of sex and differentiate. This differentiate or group characteristic describes the type of visitation allowed in that residence hall. For example, a student residing in a "D" residential unit is allowed 24-hour visitation. (Appendix A provides specific definitions of each of the five differentiates.)

The questionnaire was distributed to residents by the residence hall staff. The Head Resident of each hall received the pre-counted number of questionnaires to be distributed in the hall by differentiate and was responsible for this distribution. The students returned the questionnaires to the main desk of each residence hall where these were then anonymously placed in a brown envelope and delivered daily to the central housing office.

There were 500 students who returned the questionnaire for a 51% response rate. Of those returned, 48.6% were male and 51.4% were female; of those living in the residence halls at that time, 47.4% were male and 52.6% were female. Appendix B contains the details concerning the proportionate breakdown of the residence hall population by building and by sex.

Thus, the response rate was considered satisfactory. This rate of return was similar to other opinion surveys conducted on this campus and the response seemed particularly healthy in that no follow-up procedure was employed. The persons receiving surveys remained anonymous throughout the process which probably improved the response rate.

Questionnaire

The basic format for the questionnaire paralleled the one administered in 1977 by Drs. McCullough and Stoner. Some minor changes were made by adding or deleting a few items to reflect current interests and rewording a few others to increase clarity. The 1977 instrument was developed from an examination of two previous questionnaires: one utilized in 1969 by Dr. Robert K. Roney of the Office of Institutional Research, and the second in 1971 by William H. Coffield who chaired the University Task Force on Campus Student Housing. In 1977, some of the same questions were used and new ones were developed through discussions with the staff of the Office of the Director of Residence Halls. The questionnaire was

designed to be coded easily and to enable data entry directly from the questionnaires.

The instrument is a summated rating scale of the type designed by Likert where, in this case, "one" indicated very satisfied, "two"/satisfied, "three"/ dissatisfied, and "four" indicated very dissatisfied. The last two questions asked for a "free response" answer. The responses to these two questions were not used in analyzing significant differences among the data for this report, but have been tabulated and included as tables for use by the Department of Residence Halls in future decision-making.

The entire questionnaire is included with this document as Appendix C. The data deck will remain available for longitudinal analysis and can simply be programmatically adapted to future designs. The Statistical Package for the Social Sciences (SPSS) was selected and utilized for all computer analyses. The computer program utilized for analysis is also included with this report as Appendix D.

FINDINGS

One-way analysis of variance tests were employed to determine differences in mean satisfaction on each of the 17 satisfaction questions with each of the six demographic variables: academic classification, sex, differentiate, type of accomodation, residential area, and residence hall. Use of the term "significance" throughout this report will indicate statistical significance at the .05 level.

Academic Classification

In analyzing differences by academic classification, freshmen were significantly less satisfied with the visitation policy than sophomores, juniors, seniors, or graduate students; sophomores, in turn, were significantly less satisfied with

the visitation policy than juniors, seniors, or graduates. Interestingly enough, satisfaction with the housekeeping services paralleled the students' academic classifications; freshmen were most satisfied with the housekeeping services, sophomores were the next most satisfied group, then juniors, then seniors, while graduate students were least satisfied with housekeeping services. Similarly, satisfaction with RA performance also tended to parallel academic classification. Freshmen were significantly more satisfied with RA performance than juniors, seniors, or graduate students and sophomores were significantly more satisfied with RA performance than seniors or graduate students.

Sex

Females were significantly more satisfied with their roommates, with maintenance services, with study facilities, and with their hall government than were males.

Conversely, females were significantly less satisfied with the noise level in their residence hall than were males.

Differentiate

As might be expected, satisfaction with the visitation policy paralleled differentiate classification with those residing in "E" type housing being most satisfied and those residing in "A" type housing being least satisfied.

Type of Accommodation

UTK offers three basic types of accommodations for single students: the traditional style residence halls where double rooms are located along corridors and where bathroom facilities are shared in common with all other students residing in that living unit; suite type accommodations where two double rooms are adjoined by a bathroom facility shared by the four suitemates; and apartment units of four students each.

In analyzing differences among these three basic types of accommodations, it was determined that those students residing in the apartment units were significantly more satisfied with the visitation policy and significantly less satisfied with their opportunities to meet people than were individuals residing in either of the other two types of accommodations. It was also determined that students residing in suites were significantly more satisfied with both housekeeping services and programming opportunities than were residents in traditional or apartment type housing.

Students residing in suites were significantly more satisfied with RA performance than were students residing in traditional type halls. Those individuals living in traditional style halls were significantly less satisfied with maintenance of the hall than were students living in the suites; individuals in traditional type halls were significantly less satisfied with the noise level than were students residing in apartment units. In terms of general satisfaction, students residing in traditional type housing were significantly less satisfied than were their counterparts in suite and apartment type housing.

Residential Area

Caution must be exercised in the interpretation of the findings related to departmental organizational area in that "type of accommodation" which has been previously reported almost parallels organizational area. With the exception of Clement Hall, all suite accommodations are found in the West Area. All traditional type halls are found in the East Area and all apartment type accommodations are found in the Apartment Residence Hall located in the West Area.

Students in the East Area were significantly less satisfied with the visitation policy than students in the West Area. The difference expressed in satisfaction with housekeeping services between the East and West Areas was highly signif-

icant with students in the West Area being more satisfied. Students in the West Area were significantly more satisfied with RA performance and with programming activities than students in the East Area. Also, in regards to overall satisfaction, students in the West Area were significantly more satisfied than students in the East Area.

Residence Hall

Students residing in the apartments were least satisfied with opportunities to meet people than individuals in any other hall. Students in Melrose Hall were more satisfied with the noise level than individuals residing in any other building. Residents of Greve and Melrose consistently indicated less satisfaction than residents in other halls; residents of Greve placed Greve in the bottom one-third in terms of satisfaction with study facilities and in terms of RA performance while residents of Melrose ranked their hall in the lower one-third in terms of satisfaction with social and recreational opportunities, programming, and hall government. Table 1 rank orders the 14 residence halls on three of the satisfaction variables. Residents of Melrose Hall were significantly less satisfied with their housekeeping services than were students in any other hall and students in Greve reported significantly less satisfaction with maintenance services than students residing in any other facility.

Satisfaction with Procedures, Staff, and Organization

Seventeen specific items were related to UTK residence halls, their administration, services, and organization. Students indicated their satisfaction with those specific items as shown in Table 2. Satisfaction with roommates, with the performance of the Resident Assistants in the halls, and with the opportunities to meet people through living in University housing received the highest ratings. It

should be noted that the top five rankings exactly parrallel the rankings obtained in 1977. Slight changes in order between 1977 and 1981 occur as the chart descends; however, the rankings are approximately parallel.

TABLE 1
SATISFACTION BY BUILDING

MOST SATISFIED	RANK	HOUSEKEEPING SERVICES	MAINTENANCE SERVICES	GENERAL SATISFACTION
	1	Reese	Humes	Morrill
	2	Hess	Strong	Dunford
	3	Carrick S.	Reese	Humes
	4	Morrill	Dunford	Carrick S.
	5	Humes	Morrill	Apartments
	6	Strong	Clement	Reese
TO	7	Massey	Stadium	Strong
	8	Carrick N.	Massey	Stadium
	9	Clement	Carrick N.	Clement
	10	Stadium	Apartments	Carrick N.
	11	Apartments	Hess	Greve
	12	Greve	Carrick S.	Massey
	13	Dunford	Melrose	Hess
LEAST SATISFIED	14	Melrose	Greve	Melrose

TABLE 2
RANK ORDERING OF MEANS
QUESTIONS PERTAINING TO SATISFACTION

RANK	MEAN	QUESTION #	QUESTION
1	1.560	5	Satisfaction with roommate
2	1.738	26	Resident Assistant performance satisfaction
3	1.832	29	Satisfaction with opportunities to meet people
4	1.842	37	General satisfaction
5	1.968	14	Housekeeping services satisfaction
6	1.976	30	Satisfaction with social and recreational program
7	2.028	15	Maintenance satisfaction
8	2.098	27	Satisfaction with the Office of the Dir. Res. Halls
9	2.107	35	Academic services satisfaction
10	2.148	6	Satisfaction with visitation policy
11	2.206	33	Satisfaction with educational program
12	2.231	11	Satisfaction with reapplication procedure
13	2.279	31	RHA performance satisfaction
14	2.293	18	Satisfaction with noise level
15	2.387	10	Satisfaction with room/hall change procedures
16	2.392	13	Cost of accommodation satisfaction
17	2.429	17	Satisfaction with study facilities

Note: Mean calculated from continuum where 1=very satisfied, 2=satisfied, 3=dissatisfied, 4=very dissatisfied.

Changes from 1971 to 1981

Similar questions about satisfaction had been asked in a survey of student attitudes in 1971 and also again in 1977. The 1971 survey was used by the Uni-

versity Task Force on Campus Student Housing which was functioning at that time and the 1977 survey was administered as a research project by the Department of Residence Halls. Table 3 shows changes in satisfaction expressed by residents who resided in Group "C" housing in 1971, 1977, and in 1981. Group "C" housing results were used because the most responses from all three surveys were from individuals residing in "C" type housing. Also, the other types of housing could not be used for comparison because the 1971 Task Force had combined scores in their 1971 study. However, the seven satisfaction areas which were identified for comparison retained similar if not identical questions in each of the three surveys administered.

There were several changes in satisfaction which should be noted. Mean satisfaction with room and hall change procedures increased from 2.550 to 2.387. Mean satisfaction with reapplication procedure improved from 2.782 to 2.231, the largest mean change from 1977 to 1981. Mean satisfaction with the educational programming of the residence halls improved from 2.407 to 2.206. Although mean satisfaction with study facilities increased from 2.563 to 2.429, residents were still comparatively least satisfied with this aspect of the residential environment. And, on the question concerning satisfaction with academic assistance services, mean satisfaction decreased from 1.958 to 2.107. It is also interesting to note that on the question concerning preference of emphasis, 54.1% of the students indicated that residence halls should give more emphasis to providing additional educational services as opposed to providing additional social and recreational services.

Free Response Questions

There were two "free response" questions at the end of the survey. The first of these questions asked the respondent to identify the area of most dissatisfaction with residence halls. Table 4 summarizes the most frequently obtained areas of dissatisfaction among those residents who responded. By far, the three largest areas

TABLE 3

COMPARISONS OF SATISFACTION
GROUP C HOUSING
1971 - 1981

Area	Percentage Satisfied 1971*	1977**	1981
Housekeeping services satisfaction	37.6	77.4	85.9
Maintenance satisfaction	52.8	75.6	81.4
Satisfaction with noise level	24.1	55.2	63.2
Resident Assistant performance satisfaction	52.1	82.5	92.8
Satisfaction with opportunity to meet people	65.0	81.7	92.2
Satisfaction with study facilities	26.8	42.7	58.4
General satisfaction	58.9	87.7	90.7

Sources: *Report of The University of Tennessee Task Force on Campus Student Housing, 1971.

**Survey of Student Opinion Concerning the Residence Hall Living Environment at UTK, 1977.

of dissatisfaction were the visitation policy, the alcohol policy and the noise level. Although dissatisfaction was the focus of this "free response" question, it should be noted that 66.1% of the students expressed satisfaction with the visitation policy and 67.3% were satisfied with the noise level; however, 61.8% of the students did think the alcohol policy was too strict.

The second of the "free response" questions asked the respondent to identify the one change that he or she would make to improve the quality of living in the UTK residence halls. Table 5 summarizes the most frequently obtained responses to

TABLE 4
RANK ORDERING OF "FREE" RESPONSES
OBTAINED FROM QUESTION SOLICITING AREA OF
MOST DISSATISFACTION

Rank	Number of Responses	Topical Area of Most Dissatisfaction
1	95	Visitation
2	66	Alcohol policy
3	54	Noise
4	37	Laundry facilities
5	24	Refrigerator policy
5	24	Staff (R.A.'s, AHR, H.R.)
7	23	Hall/room change procedures
8	19	Lack of privacy
8	19	Heat and air conditioning
10	14	Design of building
11	13	Hall government associations
11	13	Recreational activities
13	12	Maintenance
14	7	Housekeeping
14	7	Roommate assignment
16	6	Vending machines
16	6	Cost of accommodations
18	5	Interpersonal relations
18	5	Elevators
20	3	Food Quality
21	3	Mandatory meal plan
21	3	Security
21	3	Location
24	2	Study facilities
24	2	Community baths
24	2	Equipment check-out

TABLE 5
RANK ORDERING OF "FREE" RESPONSES
OBTAINED FROM QUESTION SOLICITING SUGGESTIONS
FOR IMPROVING THE QUALITY OF RESIDENCE HALL LIFE

Rank	Number of Responses	Topical Area of Suggested Improvement
1	53	Allow refrigerators in the room
2	46	Change visitation poli y
3	33	Decrease noise
4	32	Change alcohol policy
5	27	Additional hall and room furnishings
6	26	Improve housekeeping
6	26	Improve room arrangements (more mobile)
8	23	Better heating and air conditioning
9	22	Laundry facilities
10	18	Better plumbing
11	16	More study facilities
12	14	Improved resident relations
13	13	Additional recreational facilities
13	13	Improved student/administrator relations
15	12	Better maintenance
16	11	Better food service
17	9	More appliances
17	9	More vending machines
17	9	Better elevator service
20	8	More "D" and "E" housing
21	7	Better enforcement of regulations
21	7	Fewer occupants per apartment
23	4	More single rooms
23	4	Add private phones
25	2	Provide kitchen facilities

this question. Not surprisingly, many responded indicating a change which would remedy the areas of most dissatisfaction such as providing more visitation,

reducing the noise level and changing the alcohol policy. It is interesting to note that the most frequently suggested improvement would be the alteration of the refrigerator policy to allow these units in student rooms; this change has already been approved for implementation in Fall Quarter of 1981.

Other Highlights

Of those responding, 83.2% indicated knowledge of how to obtain a change in housing arrangements although only 35.1% knew how to request a release from the residence hall contract. 85.4% of the students felt that residence hall rules and university regulations were fairly enforced by the staff. 63.6% of the students were satisfied with the cost of the accommodations and services. 56.9% felt the recreational facilities were adequate; 72.5% felt mechanical systems were adequate; and 54.5% felt the laundry facilities were adequate. 57.2% responded positively to departmental efforts to conserve energy. 56.1% of the students indicated that they would participate in any academic assistance program offered in the residence halls; only 61.9% knew where to go for academic assistance in the form of support services such as tutoring or study skills sessions. A complete summary of all responses to each question is provided in the frequency tables prepared as Appendix E.

CONCLUSIONS AND SUGGESTIONS FOR FUTURE STUDY

With data collected and stored with this report, longitudinal studies may now be considered to carefully track changes in satisfaction of residents. Such information will no doubt prove vital as the "steady state" evolves and as it becomes necessary to make decisions not only affecting the developmental needs of the residents but also critical to the financial soundness of this aspect of the University's budget.

Satisfaction of students in residence halls has continuously increased over the last decade and further attention to the concerns expressed by our consumers will set the stage for maintaining this high level of satisfaction.

Further study is also needed to clarify those areas in which it is speculated that dissatisfaction remains as a "residue" or carry-over from a policy decision or from a recent or anticipated change. For example, it could be speculated that the large numbers of students indicating that the refrigerator policy should be changed could be an acknowledgement of the change already in process for Fall Quarter of 1981. Some consideration should be given to including the residents of Gibbs Hall (scholarship athlete residence hall) in future studies.

Depending on the desired sophistication of future administration of similar surveys, it may be desirable to reference standardized instruments to increase the reliability and validity of any future studies. The College and University Environment Scale (CUES), The College Student Questionnaire (CSQ), the College Student Satisfaction Questionnaire (CSSQ), the Residence Halls Environmental Index (RHEI), University Residence Environment Scale (URES), and the Residence Halls Attitude Scale (RHAS) should adequately provide material for entry into this endeavor, if deemed desirable.

APPENDIX A

Description of the Differentiated Housing Program

at

The University of Tennessee, Knoxville

The University recognizes that differences exist among those students who apply to live in its residence halls in terms of age, background experience, attitudes, and personal preferences. Therefore, an attempt has been made to offer a variety of housing options from which an applicant may select that which best meets the desires of each individual and his or her family. This concept is referred to as a differentiated housing program. This program offers five distinct types of living arrangements. Each applicant has the opportunity to request the housing group(s) desired on the application form.

Group A: Certain floors in some residence halls are designated as group A housing. This type is available to students of all levels, freshmen through graduates. No visitation by members of the opposite sex is permitted in the student rooms. Visitation is permitted only in the public lounge areas in the lobby.

Group B: Certain floors in some residence halls are designated as group B housing. Students of all levels, freshmen through graduates, may apply for this type of housing. On group B floors, two visitation periods per week which may not exceed twelve hours in duration are permitted. During this time, friends and relatives may visit in the student rooms. At other times visitation is permitted in the main lobby lounge areas.

Group C: Group C floors are available in several residence halls and may be applied for by students of all class levels. In this type

housing, four visitation periods per week are permitted in the student rooms. No period may exceed 12 hours in duration and at other times visitation is permitted in the main lobby areas.

Group D: Group D housing designates a type of housing available only to upperclass and graduate students. No specific restrictions exist on visitation periods, however visitation may occur by invitation only.

Group E: This type of housing designates apartment style accommodations in the Apartment Residence Hall. This facility is available to upperclass and graduate students only. No specific restrictions exist on visitation.

APPENDIX B
POPULATION INFORMATION

RESIDENCE HALL POPULATION BY SEX
February 20, 1981

Male Halls	Number Housed	% Males Housed	% All Students Housed
Apartments	572	15.29	7.25
Carrick North	506	13.52	6.41
Clement	283	7.56	3.59
East Stadium	112	2.99	1.42
Greve	390	10.42	4.94
Hess	706	18.88	8.95
Melrose	250	6.68	3.17
Morrill	393	10.50	4.98
Reese	530	14.16	6.72
Total Male Halls	3742*	100.00	47.40

Female Halls	Number Housed	% Males Housed	% All Students Housed
Apartments	667	16.07	8.45
Carrick South	550	13.25	6.97
Clement	424	10.22	5.37
Dunford	308	7.42	3.90
Hess	327	7.88	4.14
Humes	536	12.92	6.79
Massey	581	14.00	7.36
Melrose	97	2.34	1.23
Morrill	377	9.08	4.78
Strong	283	6.82	3.59
Total Female Halls	4150**	100.00	52.60
Total All Halls	7892		100.00

* Males represent 47.40 of the total residence hall population.
**Females represent 52.60 of the total residence hall population.

APPENDIX C

THE UNIVERSITY OF TENNESSEE
RESIDENCE HALLS
SUITE 405 STUDENT SERVICES BUILDING
KNOXVILLE 37916

Area Code 615
Director's Office 974-2571

Assignments-Contracts 974-3411
Accounting-Bookkeeping 974-3081

February 20, 1981

Dear Residence Hall Student:

We are conducting an opinion survey on what you think about your residence hall living environment. You have been selected to take part in this survey. We would greatly appreciate your time and effort in helping us with this project, which is designed to help you and future students.

Your response to the attached questionnaire will remain anonymous. The return of this questionnaire constitutes your informed consent of participation in this study. Please return the completed questionnaire to the main desk of your residence hall by Monday, March 2, 1981. If you would like a copy of the results, a report will be made available to you upon request after April 1, 1981 when the tabulation will be completed. Thanks in advance for your concerned attention to this request.

Sincerely,

James J. Grubb

James J. Grubb
Director of Residence Halls

JJG:hdf

THE UNIVERSITY OF TENNESSEE
DEPARTMENT OF RESIDENCE HALLS

Residence Hall Student Opinion Survey

Instructions: Please place a check mark in the blank to indicate your response and please answer every question.

	FOR OFFICE USE ONLY COLUMN
1) Male ___ Female ___	1. ___
2) Residence hall in which you live:	3. ___
Apartment Residence Hall ___ A23	
Carrick North Hall ___ B22	5. ___
Carrick South Hall ___ C22	7. ___
Clement Hall ___ D12	
Dunford Hall ___ E11	
East Stadium Hall ___ F11	
Greve Hall ___ G11	
Hess Hall ___ H11	
Humes Hall ___ I22	
Massey Hall ___ J11	
Melrose Hall ___ K11	
Morrill Hall ___ L22	
Reese Hall ___ M22	
Strong Hall ___ N11	
3. In which housing group do you live?	9. ___
A ___	
B ___	
C ___	
D ___	
E ___	
4. What is your current academic classification?	11. ___
Freshman ___	
Sophomore ___	
Junior ___	
Senior ___	
Graduate ___	

(OVER)

FOR OFFICE USE ONLY
COLUMN

5) If you have a roommate, how satisfied are you with your roommate? 13. ____

Very satisfied..... __

Satisfied..... __

Dissatisfied ..... __

Very dissatisfied ..... __

6) How do you feel about the policy concerning open house or visitation in your group assignment? 15. ____

Very satisfied ..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied ..... __

7) I would prefer to live in a group with more days of visitation. 17. ____

Yes ..... __

No ..... __

8) There should be more hours allowed for visitation. 19. ____

Yes ..... __

No ..... __

9) Do you know how to obtain a change in your housing arrangements (room change, hall change, meal plan change, etc.)? 21. ____

Yes ..... __

No ..... __

10) How do you feel about the procedures for changing rooms or halls? 23. ____

Very satisfied ..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied .... __

(continued on next page)

FOR OFFICE USE ONLY
COLUMN

11) How satisfied are you with the recent reapplication procedure conducted this past Winter Quarter for housing for Fall Quarter, 1981? 25. ____

Very satisfied..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied ..... __

12) Do you know how to request a release from your residence hall contract? 27. ____

Yes ..... __

No ..... __

13) Are you satisfied with the cost of your residence hall accommodations? 29. ____

Very satisfied ..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied ..... __

14) How do you feel about housekeeping and cleaning services within your residence hall (are these services adequate)? 31. ____

Very satisfied ..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied ..... __

15) Are you satisfied with the maintenance and repairs in your residence hall (are these services adequate)? 33. ____

Very satisfied ..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied ..... __

(OVER)

FOR OFFICE USE ONLY
COLUMN

16) Are recreational facilities in your residence hall adequate? 35. ____

Yes ..... __

No ..... __

17) How do you feel about the adequacy of study facilities in your residence hall? 37. ____

Very satisfied ..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied ..... __

18) How do you feel about the noise level in your hall? 39. ____

Very satisfied ..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied..... __

19) Do you think that university and residence hall regulations are fairly enforced by the staff in your hall? 41. ____

Yes ..... __

No ..... __

20) Have university or departmental efforts to conserve energy in the residence halls affected you in a positive way? 43. ____

Yes ..... __

No..... __

21) Are the mechanical systems (heating, plumbing, water, electricity) adequate in your hall? 45. ____

Yes ..... __

No..... __

22) Are the laundry facilities in your residence hall adequate? 47. ____

Yes ..... __

No ..... __

(continued on next page)

FOR OFFICE USE ONLY
COLUMN

23) Do you think that residence halls should give more emphasis to providing additional educational services (libraries, computer terminals) as opposed to providing additional social/recreational services (pool tables, arcades)? 49. ____

Yes ..... __

No ..... __

24) The University has a rule against the possession of alcoholic beverages on university property which has been applied to university housing. Do you think that this policy is too strict? 51. ____

Yes ..... __

No ..... __

25) The use of illegal drugs is prohibited in your room. Do you support the policy which allows staff members to search your room for drugs? 53. ____

Yes ..... __

No ..... __

26) How satisfied are you with the performance of the Resident Assistants in your residence hall? 55. ____

Very satisfied..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied..... __

27) How satisfied are you with the performance of the staff in the Office of the Director of Residence Halls? 57. ____

Very satisfied ..... __

Satisfied ..... __

Dissatisfied ..... __

Very dissatisfied ..... __

(OVER)

FOR OFFICE USE ONLY COLUMN

28) Is it easy to communicate your housing and living problems to university officials? 59. ____

Yes ..... ___

No ..... ___

29) How satisfied are you with the opportunities to meet people through living in university housing? 61. ____

Very satisfied ..... ___

Satisfied ..... ___

Dissatisfied ..... ___

Very dissatisfied .... ___

30) How do you feel about your opportunity to participate in social and recreational programs in your residence hall? 63. ____

Very satisfied ..... ___

Satisfied ..... ___

Dissatisfied ..... ___

Very dissatisfied .... ___

31. How satisfied are you with the performance of your Residence Hall Association or hall government? 65. ____

Very satisfied ..... ___

Satisfied ..... ___

Dissatisfied ..... ___

Very dissatisfied .... ___

32. Do you feel that racial prejudice is a problem in the residence halls? 67. ____

Yes ..... ___

No ..... ___

(continued on next page)

FOR OFFICE USE ONLY
COLUMN

33) "Programming" is defined as educational, cultural, social, or recreational activities implemented by residence hall staff members. How satisfied are you with the programming available in your residence hall? 69. ____

Very satisfied ..... __
Satisfied ..... __
Dissatisfied ..... __
Very dissatisfied ..... __

34) Do you presently know where to go for academic assistance (tutoring, study skills, etc.)? 71. ____

Yes ..... __
No ..... __

35) How satisfied are you with the academic assistance services which you have used? 73. ____

Very satisfied ..... __
Satisfied ..... __
Dissatisfied ..... __
Very dissatisfied ..... __

36) Would you participate in a program of academic assistance (tutoring, study skills, etc.) in your residence hall? 75. ____

Yes ..... __
No ..... __

37) Speaking in very general terms, how satisfied are you overall with your residence hall living experience? 77. ____

Very satisfied ..... __
Satisfied ..... __
Dissatisfied ..... __
Very dissatisfied ..... __

(OVER)

38) What single thing do you feel most dissatisfied about as a residence hall resident?

39) If you could make one improvement in the quality of living in your residence hall, what would it be?

Thanks for taking the time to complete this survey. Please return the survey to the main desk of your residence hall. Thanks again.

APPENDIX D

SPSS COMPUTER PROGRAM

```
PROGRAM DRUM CARD
 -1- - -1- - - - - - - - - - - - - - - - - - - - - - - - - - - -
 - - - - - - - - -&&

//KLS JOB (003584,052038,RMT8-GRADUATE,R-256K,L-50,T-4),STON
ER
//STEP1 EXEC SPSS,REGION=256K
//SYSIN DD *
RUN NAME        RESIDENCE HALL SATISFACTION SURVEY-1981
PAGESIZE        55
VARIABLE LIST   X01 TO X39
INPUT MEDIUM    CARD
VAR LABELS      X01,SEX/
                X02,RESIDENCE HALL/
                X03,RESIDENTIAL AREA/
                X04,TYPE OF ACCOMODATION/
                X05,DIFFERENTIATE/
                X06,ACADEMIC CLASSIFICATION/
                X07,ROOMMATE SATISFACTION/
                X08,VISIT POLICY SATISFACTION/
                X09,MORE DAYS VISITATION/
                X10,MORE HOURS VISITATION/
                X11,CHANGE PROCED AWARENESS/
                X12,CHANGE PROCED SATISFACTION/
                X13,REAPP PROCED SATISFACTION/
                X14,CONTRACTUAL AWARENESS/
                X15, COST SATISFACTION/
                X16,HOUSKEEPING SATISFACTION/
                X17,MAINTENANCE SATISFACTION/
                X18,RECREATION FAC ADEQUATE/
                X19,STUDY FACILITIES ADEQUATE/
                X20,NOISE LEVEL SATISFACTION/
                X21,REGULATIONS FAIRLY ENFORCED/
                X22,ENERGY CONSERV AFFECT/
                X23,MECHAN SYSTEMS ADEQUATE/
                X24,LAUNDRY FAC ADEQUATE/
                X25,EDUC VS SOC-REC FAC/
                X26,ALCOHOL POLICY SUPPORT/
                X27,SEARCH POLICY SUPPORT/
                X28,RA PERFORM SATISFACTION/
                X29,O OF DIR SATIFACTION/
                X30,COMMUNICATION EASY/
                X31,MEETING PEOPLE SATISFACTION/
                X32,SOC AND REC SATISFACTION/
                X33,RHA OR HALL GOV SATISFACTION/
                X34,RACIAL PREJUDICE PROBLEM/
                X35,PROGRAMMING SATISFACTION/
                X36,ACAD ASST AWARENESS/
```

```
                X37,ACAD ASST SATISFACTION/
                X38,ACAD ASST PARTICIPATION/
                X39,GENERAL SATISFACTION
VALUE LABELS    X01 (1) MALE (2) FEMALE/
                X02 ('A') APARTMENTS ('B') CARRICK NORTH ('C'
) CARRICK SOUTH
                ('D') CLEMENT ('E') DUNFORD ('F') STADIUM ('G
') GREVE ('H') HESS
                ('I') HUMES ('J') MASSEY ('K') MELROSE ('L')
MORRILL ('M') REESE
                ('N') STRONG/
                X03 (1) EAST (2) WEST/
                X04 (1) TRADITIONAL (2) SUITE (3) APARTMENT/
                X05 ('A') A TYPE HOUSING ('B') B TYPE HOUSING
                ('C') C TYPE HOUSING ('D') D TYPE HOUSING ('E
') E TYPE HOUSING/
                X06 (1) FRESHPERSON (2) SOPHOMORE (3) JUNIOR
(4) SENIOR
                (5) GRADUATE/
                X07,X08,X12,X13,X15,X16,X17,X19,X20,X28,X29,X
31,X32,X33,X35,X37,
                X39 (1) VERY SATISFIED (2) SATISFIED (3) DISS
ATISFIED
                (4) VERY DISSATISFIED/
                X09,X10,X11,X14,X18,X21,X22,X23,X24,X25,X26,X
27,X30,X34,X36,X38
                (1) YES (2) NO/
PRINT FORMATS   X02(A)/
                X05(A)/
N OF CASES      UNKNOWN
INPUT FORMAT    FIXED(F1.0,1X,1(A1,1X), 2(F1.0,1X), 1(A1,1X),
 34(F1.0,1X))
RECODE          X21 (1=1)(2=2)(ELSE=0)
RECODE          X25 (1=1)(2=2)(ELSE=0)
RECODE          X26 (1=1)(2=2)(ELSE=0)
RECODE          X36 (1=1)(2=2)(ELSE=0)
MISSING VALUES ALL (0)
FREQUENCIES     GENERAL = X01 TO X08, X11 TO X39
OPTIONS         3
STATISTICS      ALL
READ INPUT DATA
1 B 2 2 C 1 1 2 1 1 2   3 2 3 1 1 1 2 2 1 1 1 2 2 1 1 2 2 1
2 2 2 2 3 2 2 2 2
1 B 2 2 C 1 2 2 1 1 1 3 2 2 2 2 2 1 3 2 1 2 1 1 2 1 2 2 1 2
1 1 3 2 2 2 3 2 2
1 B 2 2 C 1 2 3 1 1 1 3 3 1 3 1 1 2 2 2 1 2 2 1 1 1 2 2 2 2
3 3 2 2 3 2 3 2 2
1 B 2 2 C 1 1 3 1 1 1 2 3 2 3 2 2 2 3 2 1 1 2 1 2 2 2 2 2
2 2 3 2 3 2 2 2 1
1 B 2 2 C 1 2 4 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 2 1 2 1
2 2 4 2 2 2   1 2
```

```
INSERT DATA DECK HERE

2 C 2 2 C 1 2 3 1 1 1 2 2 2 3 2 2 1 3 4 1 1 2 2 2 1 1 1 3 2
1 2 2 2 2 2 2 2 2
2 C 2 2 C 1 1 1 1 1 1 1 2 1 2 2 2 2 4 1 1 1 2 2 2 1 1 1 3 1
1 1 1 2 1 1 1 1 1
2 C 2 2 C 1 1 4 1 1 1 1 1 1 1 2 2 2 4 1 1 1 2 2 2 1 1 1 4 2
1 1 1 2 1 1 1 1 1
2 C 2 2 C 1 1 4 1 1 1 2 1 1 1 2 2 2 4 2 1 1 2 2 2 1 1 1 2 2
1 2 2 2 1 1 1 1 1
2 C 2 2 C 1 1 4 1 1 2 2 2 2 3 3 2 1 3 4 1 2 2 1 1 1 2 2 3 2
3 3 2 2 2 1 3 1 1
END INPUT DATA
*SELECT IF      (X05 EQ 'B')
FREQUENCIES     GENERAL = X09,X10
OPTIONS         3
STATISTICS      ALL
*SELECT IF      (X05 EQ 'C')
FREQUENCIES     GENERAL = X09,X10
OPTIONS         3
STATISTICS      ALL
CROSSTABS       TABLES = X01 BY X02 BY X05
CONDESCRIPTIVE  X07,X08,X11 TO X39
STATISTICS      ALL
*SELECT IF      (X05 EQ 'B')
CONDESCRIPTIVE  X09,X10
STATISTICS      ALL
*SELECT IF      (X05 EQ 'C')
CONDESCRIPTIVE  X09,X10
STATISTICS      ALL
ONEWAY          X07,X08,X12,X13,X15,X16,X17,X19,X20,X28,X29 B
Y X01(1,2)/
                RANGES = LSD/
STATISTICS      ALL
ONEWAY          X31,X32,X33,X35,X37,X39 BY X01(1,2)/
                RANGES = LSD/
STATISTICS      ALL
*RECODE         X02('A'=1)('B'=2)('C'=3)('D'=4)('E'=5)('F'=6)
('G'=7)('H'=8)
                ('I'=9)('J'=10)('K'=11)('L'=12)('M'=13)('N'=1
4)
ONEWAY          X07,X08,X12,X13,X15,X16,X17,X19,X20,X28,X29 B
Y X02(1,14)
                RANGES = LSD/
STATISTICS      ALL
*RECODE         X02('A'=1)('B'=2)('C'=3)('D'=4)('E'=5)('F'=6)
('G'=7)('H'=8)
                ('I'=9)('J'=10)('K'=11)('L'=12)('M'=13)('N'=1
```

```
4)
ONEWAY          X31,X32,X33,X35,X37,X39 BY X02(1,14)
                RANGES = LSD/
STATISTICS      ALL
ONEWAY          X07,X08,X12,X13,X15,X16,X17,X19,X20,X28,X29 B
Y X03(1,2)/
                RANGES = LSD/
STATISTICS      ALL
ONEWAY          X31,X32,X33,X35,X37,X39 BY X03(1,2)/
                RANGES = LSD/
STATISTICS      ALL
ONEWAY          X07,X08,X12,X13,X15,X16,X17,X19,X20,X28,X29 B
Y X04(1,3)/
                RANGES = LSD/
STATISTICS      ALL
ONEWAY          X31,X32,X33,X35,X37,X39 BY X04(1,3)/
                RANGES = LSD/
STATISTICS      ALL
*RECODE         X05('A'=1)('B'=2)('C'=3)('D'=4)('E'=5)
ONEWAY          X07,X08,X12,X13,X15,X16,X17,X19,X20,X28,X29 B
Y X05(1,5)/
                RANGES = LSD/
STATISTICS      ALL
*RECODE         X05('A'=1)('B'=2)('C'=3)('D'=4)('E'=5)
ONEWAY          X31,X32,X33,X35,X37,X39 BY X05(1,5)/
                RANGES = LSD/
STATISTICS      ALL
ONEWAY          X07,X08,X12,X13,X15,X16,X17,X19,X20,X28,X29 B
Y X06(1,5)/
                RANGES = LSD/
STATISTICS      ALL
ONEWAY          X31,X32,X33,X35,X37,X39 BY X06(1,5)/
                RANGES = LSD/
STATISTICS      ALL
*SELECT IF      (X05 EQ 'C')
FREQUENCIES     GENERAL = X16,X17,X19,X20,X28,X31,X39
OPTIONS         3
STATISTICS      ALL
FINISH
```

APPENDIX E

Frequency Tables

1) Sex of respondents.

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Male	243	48.6	48.6
Female	257	51.4	100.0
Total	500	100.0	

2a) Residence hall of respondents.

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Apartments	59	11.8	11.8
Carrick North	44	8.8	20.6
Carrick South	42	8.4	29.0
Clement	31	6.2	35.2
Dunford	16	3.2	38.4
Stadium	6	1.2	39.6
Greve	15	3.0	42.6
Hess	53	10.6	53.2
Humes	42	8.4	61.6
Massey	34	6.8	68.4
Melrose	29	5.8	74.2
Morrill	48	9.6	83.8
Reese	60	12.0	95.8
Strong	21	4.2	100.0
Total	500	100.0	

2b) Residential area of respondents.

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
East	204	40.8	40.8
West	296	59.2	100.0
Total	500	100.0	

2c) Respondents type of accommodation.

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Traditional	173	34.6	34.6
Suite	268	53.6	88.2
Apartment	59	11.8	100.0
Total	500	100.0	

3) Differentiate of respondents.

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
A Type Housing	4	0.8	0.8
B Type Housing	14	2.8	3.6
C Type Housing	307	61.4	65.0
D Type Housing	116	23.2	88.2
E Type Housing	59	11.8	100.0
Total	500	100.0	

4) Academic classification of respondents.

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Freshperson	162	32.4	32.4
Sophomore	162	32.4	64.8
Junior	101	20.2	85.0
Senior	59	11.8	96.8
Graduate	16	3.2	100.0
Total	500	100.0	

5) If you have a roommate, how satisfied are you with your roommate?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very Satisfied	252	53.3	53.3
Satisfied	185	39.1	92.4
Dissatisfied	28	5.9	98.3
Very Dissatisfied	8	1.7	100.0
Total	473	100.0	

6) How do you feel about the policy concerning open house or visitation in your group assignment?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very Satisfied	156	31.3	31.3
Satisfied	174	34.9	66.1
Dissatisfied	108	21.6	87.8
Very Dissatisfied	61	12.2	100.0
Total	499	100.0	

7a) I would prefer to live in a group with more days of visitation. (The table is for respondents living in "B" housing only.)

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	13	92.9	92.9
No	1	7.1	100.0
Total	14	100.0	

7b) I would prefer to live in a group with more days of visitation. (The table is for respondents living in "C" housing only.)

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	265	86.3	86.3
No	42	13.7	100.0
Total	307	100.0	

8a) There should be more hours allowed for visitation. (The table is for respondents living in "B" housing only.)

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	10	71.4	71.4
No	4	28.6	100.0
Total	14	100.0	

8b) There should be more hours allowed for visitation.
(The table is for respondents living in "C" housing only.)

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	251	82.3	82.3
No	54	17.7	100.0
Total	305	100.0	

9) Do you know how to obtain a change in your housing arrangements (room change, hall change, meal plan change, etc.)?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	416	83.2	83.2
No	84	16.8	100.0
Total	500	100.0	

10) How do you feel about the procedures for changing rooms or halls?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very Satisfied	26	5.3	5.3
Satisfied	284	58.1	63.4
Dissatisfied	143	29.2	92.6
Very Dissatisfied	36	7.4	100.0
Total	489	100.0	

11) How satisfied are you with the recent reapplication procedure conducted this past Winter Quarter for housing for Fall Quarter, 1981?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very Satisfied	71	14.3	14.3
Satisfied	279	56.1	70.4
Dissatisfied	108	21.7	92.2
Very Dissatisfied	39	7.8	100.0
	497	100.0	

12) Do you know how to request a release from your residence hall contract?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	175	35.1	35.1
No	323	64.9	100.0
Total	498	100.0	

13) Are you satisfied with the cost of your residence hall accommodations?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	28	5.6	5.6
Satisfied	288	57.9	63.6
Dissatisfied	139	28.0	91.5
Very Dissatisfied	42	8.5	100.0
Total	497	100.0	

14) How do you feel about housekeeping and cleaning services within your residence hall (are these services adequate)?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	121	24.2	24.2
Satisfied	292	58.5	82.8
Dissatisfied	67	13.4	96.2
Very Dissatisfied	19	3.8	100.0
Total	499	100.0	

15) Are you satisfied with the maintenance and repairs in your residence hall (are these services adequate)?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	105	21.0	21.0
Satisfied	296	59.2	80.2
Dissatisfied	79	15.8	96.0
Very dissatisfied	20	4.0	100.0
Total	500	100.0	

16) Are recreational facilities in your residence hall adequate?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	282	56.9	56.9
No	214	43.1	100.0
Total	496	100.0	

17) How do you feel about the adequacy of study facilities in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	38	7.7	7.7
Satisfied	260	52.4	60.1
Dissatisfied	145	29.2	89.3
Very dissatisfied	53	10.7	100.0
Total	496	100.0	

18) How do you feel about the noise level in your hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	65	13.0	13.0
Satisfied	271	54.0	67.3
Dissatisfied	115	23.0	90.4
Very dissatisfied	48	9.6	100.0
Total	499	100.0	

19) Do you think that university and residence hall regulations are fairly enforced by the staff in your hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	421	85.4	85.4
No	72	14.6	100.0
Total	493	100.0	

20) Have university or departmental efforts to conserve energy in the residence halls affected you in a positive way?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	282	57.2	57.2
No	211	42.8	100.0
Total	493	100.0	

21) Are the mechanical systems (heating, plumbing, water, electricity) adequate in your hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	361	72.5	72.5
No	137	27.5	100.0
Total	498	100.0	

22) Are the laundry facilities in your residence hall adequate?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	271	54.5	54.5
No	226	45.5	100.0
Total	497	100.0	

23) Do you think that residence halls should give more emphasis to providing additional educational services (libraries, computer terminals) as opposed to providing additional social/recreational services (pool tables, arcades)?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	266	54.1	54.1
No	226	45.9	100.0
Total	492	100.0	

24) The University has a rule against the possession of alcoholic beverages on university property which has been applied to university housing. Do you think that this policy is too strict?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	306	61.8	61.8
No	189	38.2	100.0
Total	495	100.0	

25) The use of illegal drugs is prohibited in your room. Do you support the policy which allows staff members to search your room for drugs?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	290	58.2	58.2
No	208	41.8	100.0
Total	498	100.0	

26) How satisfied are you with the performance of the Resident Assistants in your Residence Hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	186	37.7	37.7
Satisfied	261	52.9	90.7
Dissatisfied	35	7.1	97.8
Very dissatisfied	11	2.2	100.0
Total	493	100.0	

27) How satisfied are you with the performance of the staff in the Office of the Director of Residence Halls?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	52	10.8	10.8
Satisfied	348	72.3	83.2
Dissatisfied	63	13.1	96.3
Very dissatisfied	18	3.7	100.0
Total	481	100.0	

28) Is it easy to communicate your housing and living problems to university officials?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	225	46.6	46.6
No	258	53.4	100.0
Total	483	100.0	

29) How satisfied are you with the opportunities to meet people through living in university housing?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	142	28.4	28.4
Satisfied	308	61.6	90.0
Dissatisfied	42	8.4	98.4
Very dissatisfied	8	1.6	100.0
Total	500	100.0	

30) How do you feel about your opportunity to participate in social and recreational programs in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	89	17.8	17.8
Satisfied	339	67.9	85.8
Dissatisfied	65	13.0	98.8
Very Disatisfied	6	1.2	100.0
Total	499	100.0	

31) How satisfied are you with the performance of your Residence Hall Association or hall government?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	46	9.3	9.3
Satisfied	303	61.3	70.6
Dissatisfied	106	21.5	92.1
Very satisfied	39	7.9	100.0
Total	494	100.0	

32) Do you feel that racial prejudice is a problem in the residence halls?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	76	15.3	15.3
No	421	84.7	100.0
Total	497	100.0	

33) "Programming" is defined as educational, cultural, social, or recreational activities implemented by residence hall staff members. How satisfied are you with the programming available in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	45	9.1	9.1
Satisfied	317	64.2	73.3
Dissatisfied	117	23.7	97.0
Very dissatisfied	15	3.0	100.0
Total	494	100.0	

34) Do you presently know where to go for academic assistance (tutoring, study skills, etc.)?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	306	61.9	61.9
No	188	38.1	100.0
Total	494	100.0	

35) How satisfied are you with the academic assistance services which you have used?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	35	8.0	8.0
Satisfied	333	75.7	83.6
Dissatisfied	62	14.1	97.7
Very dissatisfied	10	2.3	100.0
Total	440	100.0	

36) Would you participate in a program of academic assistance (tutoring, study skills, etc.) in your residence hall?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Yes	277	56.1	56.1
No	217	43.9	100.0
Total	494	100.0	

37) Speaking in very general terms, how satisfied are you overall with your residence hall living experience?

	Frequency	Frequency (PCT)	Cumulative Frequency (PCT)
Very satisfied	133	26.9	29.9
Satisfied	313	63.4	90.3
Dissatisfied	41	8.3	98.6
Very dissatisfied	7	1.4	100.0
Total	494	100.0	